

DRAWWING AMENDMENT

In compliance with 37 CFR 1.121(d), the objected drawings are corrected as follows:
The uneven shading portion in Figs. 4 and 5 is amended to be evenly shaded. The amended drawings are attached on the separate sheets.

REMARK**Regarding the Drawing Objection:**

The uneven shadings in Figs. 4 and 5 are corrected. The revised drawings are labeled "Replacement Sheet" and attached herewith on the separate sheets.

Regarding the Claim Rejections under 35 U.S.C. §103 (a):

The ground rejection of claims 1 and 3, under 35 U.S.C. §103 (a) as being unpatentable over Bae (U.S. Patent No. 6,801,619) in view of Huntsman (U.S. Patent No. 5,949,412), and claim 2, under 35 U.S.C. §103(a) as being unpatentable over the combination of Bae and Huntsman further in view of Komori (U.S. Patent Application Publication No. 2001/0027421) are respectfully traversed.

With respect to the ground rejection of claims 1 and 3, under 35 U.S.C. §103(a), examiner indicated that: Bae discloses all limitations of the instant invention except "a user clicks an icon that represents a consultant." Examiner further indicated that Huntsman discloses a system in which "the user clicks the icon on the web page through a browser of the user's computer (Huntsman: Col. 6 lines 32-49)."

With respect to claim 2, examiner indicated the combination of Bae and Huntsman discloses all limitations of the instant invention except "the user authentication step comprises a receipt number generating, transmission or confirmation steps."

Applicant strongly traverses the ground rejections of claims 1 to 3, because examiner seems to broadly read the claimed subject matters of the present invention without careful considering the detailed functions of the instant invention. Especially, examiner did not sincerely consider the very important features of the present invention, "*a user authentication means ... including a password producing means (S61) for producing an iconized symbol of*

a password input picture by the relay server (100)" and "a user information extracting means (S50) for extracting said user's connecting information including said IP address of user's computer and said consultant ID included in the icon through the relay server (100), so that the icon of the consultant on the web page (120) is inactivated by clicking of the user".

Throughout the careful studying of the cited references, it reveals that: Bae discloses a device and system for providing customer service through the Internet. Bae teaches "a general authenticating procedure for identifying a customer and forwarding to a queue manager for processing" (Bae: Col. 6 lines 15~27). By comparing this paragraph with the claimed function of *"the password producing means (S61) for producing an iconized symbol of a password input picture by the relay server (100),"* it is not the same function each other. Bae also teaches "a customer may accept or reject the previous operators by generating a customer signal Sc at the customer workstation ... (Bae: Col. 6 line 61 -Col. 7, line 18)," which is also different function comparing with the claimed function of *"a user information extracting means (S50) ... so that the icon of the consultant on the web page (120) is inactivated by clicking of the user."*

Huntsman discloses a remote control system having "a click-able image feature for remotely controlling the MS window or GUI of the PC1 from the PC2 by using Web Browser over the Internet (Huntsman: Col. 6 lines 32-49), which is also different function by comparing with the claimed function of the present invention.

Komori discloses a transaction number management method in network commodity sales for issuing a cart ID and a sales receipt number (Komori: paragraphs 57 and 59), which is also considered a different function by comparing with the claimed function of the present invention.

As discussed above, all cited references, Bae, Huntsman and Komori fail to teach the

important features of the present invention listed above.

Furthermore, due to the different technologies of the cited references, there are no sensible motivations to combine Bae and Huntsman, and further combining of Bae/Huntsman and Komori. Consequently, it is impossible to produce the same features of the present invention through the combination of the cited references.

As discussed above, none of the cited references, Bae, Huntsman and Komori, alone or in combination, teach or obtain the features of the present invention.

However, the original claims 1 to 3 are deleted and new claims 4 and 6 are added to clarify the claimed subject matters as shown in the present claim amendment.

Therefore, the applicant believes the present application is now in allowance condition and early Notice of Allowance is respectively solicited.

Respectfully submitted



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